



Public Pulse -VII-

June 2014

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¹ For UNDP, all references to Kosovo on this document are made in the context of UN Security Council Resolution 1244 (1999).

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This document, Public Pulse Brief –I-, provides a concise overview of key indicators and results of the Public Pulse Poll. Additional data obtained through this poll will be made available through Public Pulse Analysis and Action Paper documents.

Public Pulse Main Indicators

The present Public Pulse Poll results show a general increase in people’s satisfaction with the work of Kosovo’s key executive, legislative, and judicial institutions. – i.e. on average, about 46% of Kosovans seem to be satisfied with institutions (legislative, executive, and judiciary combined).

Between April 2013 and April 2014, satisfaction levels with the work of the Government of Kosovo and that of the Prime Minister boosted by about 17 and 18 percentage points, respectively, reaching highest levels since April 2010.

Also, the legislative institutions, such as the Parliament and the Speaker of the Parliament, have both seen their levels of satisfaction increase by about 14 and 12 percentage points. The President, however, has seen the lightest increase of only about four percentage points, among all institutions, in satisfaction levels since April 2013.

The judiciary is no exception to this overall increase in people’s satisfaction with the work of Kosovo’s key institutions. The satisfaction level with the work of Kosovo courts has increased by about 21 percentage points since April 2013. A raise of about 20 percentage points marked the level of satisfaction with the work of the Prosecutor’s Office as well, bringing it high to 38% (as compared to only 18% in April 2013). (*see Table 1*).

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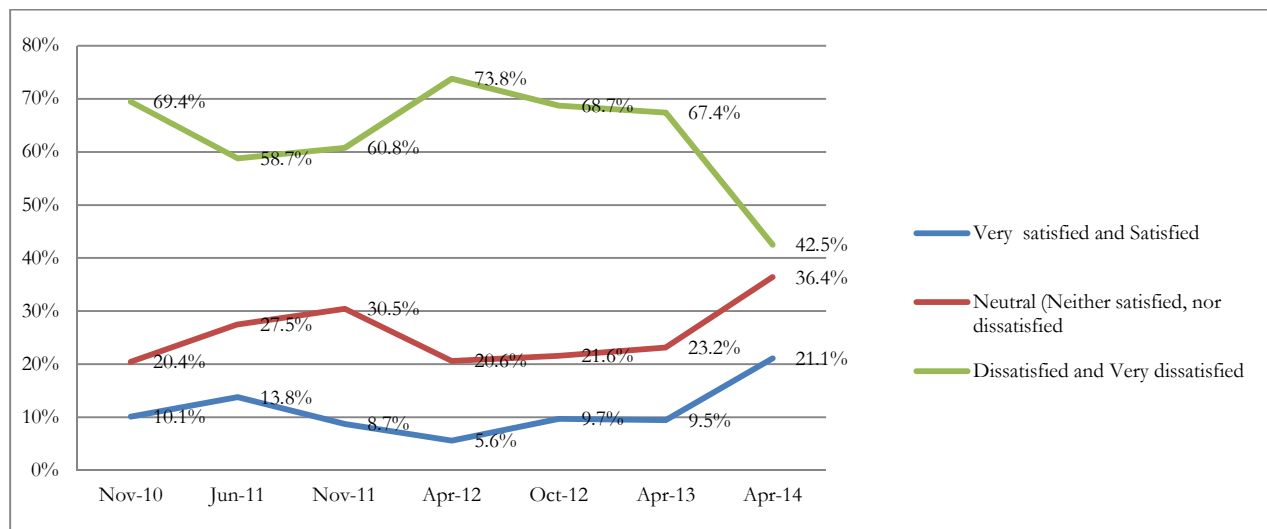
Table 1: The level of satisfaction with Kosovo's key executive, legislative, and judicial institutions

		7-Mar	8-May	9-Jun	10-Apr	10-Nov	11-Jun	12-Oct	13-Apr	14-Apr
Satisfaction with executive government	Government	30.5%	46.9%	53.1%	29.2%	25.1%	32.6%	27.2%	27.0%	44.2%
	Prime minister	54.0%	72.0%	53.8%	36.4%	30.7%	37.6%	27.3%	30.4%	48.5%
Satisfaction with legislative	Parliament	31.0%	51.4%	53.2%	34.1%	32.1%	41.0%	32.1%	32.3%	46.5%
	Speaker of parliament	35.4%	56.5%	51.6%	36.0%	33.3%	60.9%	44.7%	45.8%	57.8%
	President	52.0%	74.0%	61.7%	54.9%	30.8%	54.1%	47.1%	45.1%	48.8%
Satisfaction with judiciary	Court	20.0%	21.0%	32.7%	27.2%	18.5%	26.9%	24.3%	16.7%	37.5%
	Prosecutor's office	22.7%	22.7%	31.7%	26.9%	15.1%	20.0%	15.0%	17.7%	38.1%

While a significant number of Kosovans seem to be satisfied with the work of main institutions – the picture changes significantly when they are asked about their satisfaction with the political direction in which Kosovo is headed. Only some 21% of Kosovans seems to be either satisfied or very satisfied with Kosovo's current political direction, while almost half of them (42.5%) seem to be either dissatisfied or very dissatisfied with Kosovo's political direction. And, 36% declared to be neutral about this issue (see fig 1).

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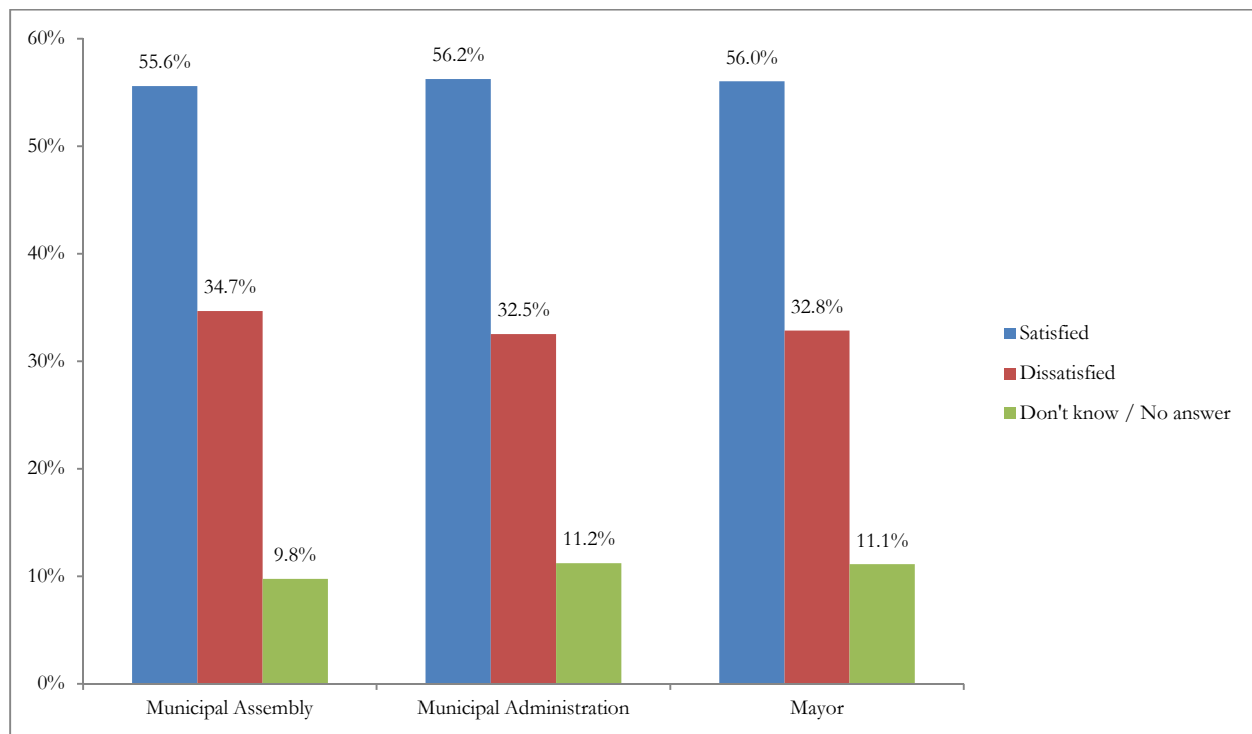
Figure 1: Satisfaction with Kosovo’s political direction



Citizens were also asked about their satisfaction with the performance of their Municipal Assemblies, Municipal Administrations and Mayors, since the last municipal elections in 2013. Findings show that about 57% of Kosovans declared to be satisfied or very satisfied with the work of their municipal assemblies since the last municipal elections on 2013. Majority of Kosovans (56%) also confirmed to be satisfied with the performance of their Municipal Administrations and Mayors, since last municipal elections in 2013. While 32% of them declared to be unsatisfied with their performance. Similarly, 35% of citizens said to be unsatisfied with the work of their Municipal Assemblies. There are approximately 11% of respondents who did not have any opinion or do not know about the level of performance for these Municipal actors (*see fig 2*).

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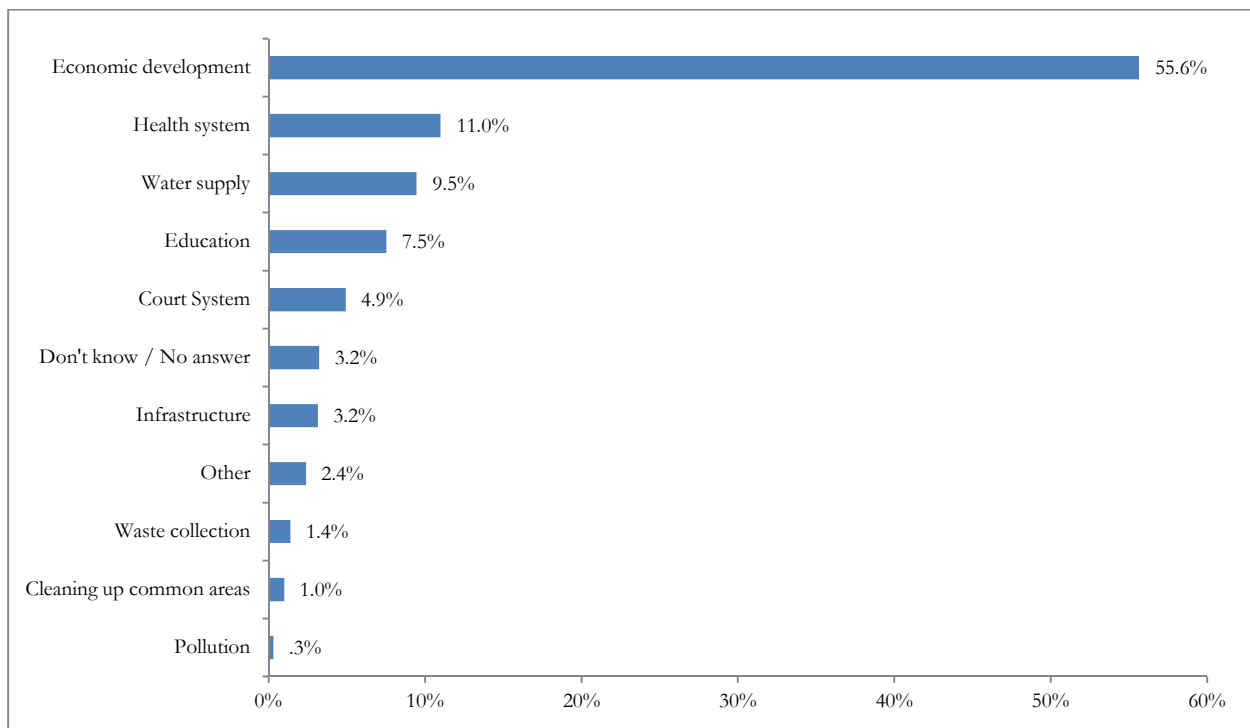
Figure 2. Level of satisfaction with Municipal Assembly, Municipal Administration and Mayor



Besides their opinions on performance of municipalities, the citizens were also asked what they think needs to be addressed most urgently in their Municipalities. Findings reveal that 56% of Kosovans think that economic development issues should be tackled urgently, followed by health system (11%), water supply (9.5%) and education (7.5%). While only about 6% of respondents consider infrastructure, pollution, cleaning up common areas and waste collection as areas that need urgent improvement (*see fig 3*).

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Figure 3: Which of the following, in our opinion, needs to be changed or improved most urgently in your municipality?



Even though the corruption continues to remain a phenomenon that Kosovan society is worried about, the percentage of citizens who perceive that the large-scale corruption is present in various institutions has decreased as compared to April 2013. The institutions that Kosovans perceived to have the highest prevalence of large-scale corruption are; healthcare providers 40% (as compared to 50% in April 2013), the courts 32% (as compared 56% in April 2013), Privatization Agency of Kosovo 24% (as compared to 49% in April 2013), and Kosovo Energy Corporation and central administration/government 24% (as compared to 49% and 46% respectively in April 2013). (see Table 2).

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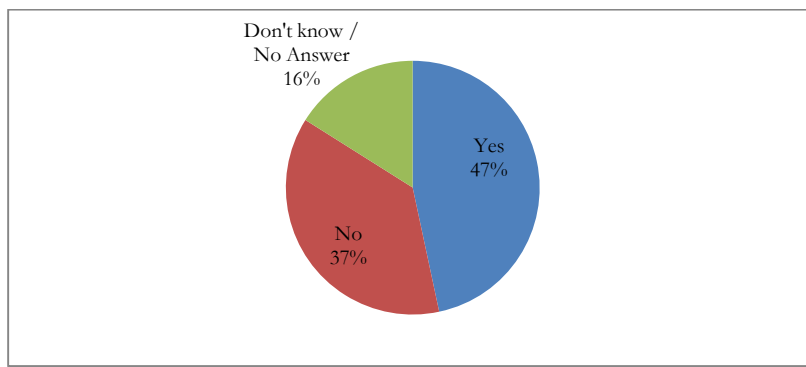
Table 2: Perceptions on large scale corruption

	Nov-10	Jun-11	Nov-11	Apr-12	Sep-12	Apr-13	Apr-14
Healthcare (hospitals)	47.9%	40.7%	49.8%	43.3%	51.6%	50.4%	40.4%
Courts	49.7%	41.6%	55.6%	44.5%	47.5%	56.4%	32.2%
PAK (Privatization Agency of Kosovo)	52.0%	40.5%	51.9%	49.4%	46.4%	48.7%	24.6%
Kosovo Energy Corporation	52.4%	47.9%	61.2%	47.8%	53.8%	48.8%	24.4%
Central administration/government	47.5%	41.4%	43.3%	39.5%	35.7%	46.1%	24.0%
Customs	45.1%	42.3%	53.7%	43.2%	49.9%	58.9%	22.5%
Municipalities (local government)	32.9%	30.4%	31.9%	30.1%	32.2%	38.9%	20.6%
TAK (Tax administration of Kosovo)		24.9%	36.5%	38.1%	33.6%	42.5%	16.5%
PTK	34.0%	32.4%	46.6%	41.8%	45.1%	41.4%	15.4%
Education (schools, University)	14.4%	13.1%	17.3%	26.2%	23.5%	31.6%	13.0%
Banks	14.4%	14.9%	22.0%	20.5%	22.8%	37.5%	12.0%
Local police (KPS)	15.2%	15.5%	19.5%	19.4%	28.0%	30.3%	11.5%
EULEX police (CIVPOL)	22.9%	26.2%	27.1%	28.3%	28.7%	38.3%	11.1%
International organizations	14.7%	12.3%	20.3%	19.3%	20.8%	24.8%	10.8%

Voting attitudes among Kosovans are pretty pessimistic, with a significantly high number of respondents believing that their vote cannot change the situation in Kosovo (37%), or do not know whether their vote can change it (16%). When analysed on ethnical basis, it was noticed that this dissatisfaction is mostly among the K-Serbs (76%), followed by Other ethnicities (43%) and K-Albanians (35%). While only 47% of potential voters believe that their vote can change the situation in Kosovo (*see figure 4*).

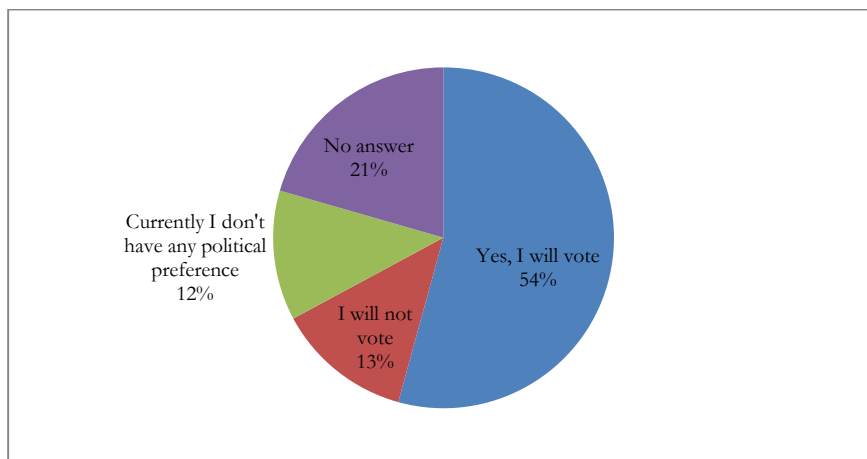
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Figure 4. Do you think that your vote can change the situation in Kosovo?



Public Pulse also asked the Kosovans about their voting preferences, and findings reveal that, 54% of them declared that they will vote for particular political party or coalition in June 2014 elections, while 12% of them stated they have no political preferences. Furthermore, it is marked a serious percentage of those who stated that they will not vote (13%), and those that did not answer to this question (21%). (see figure 5)

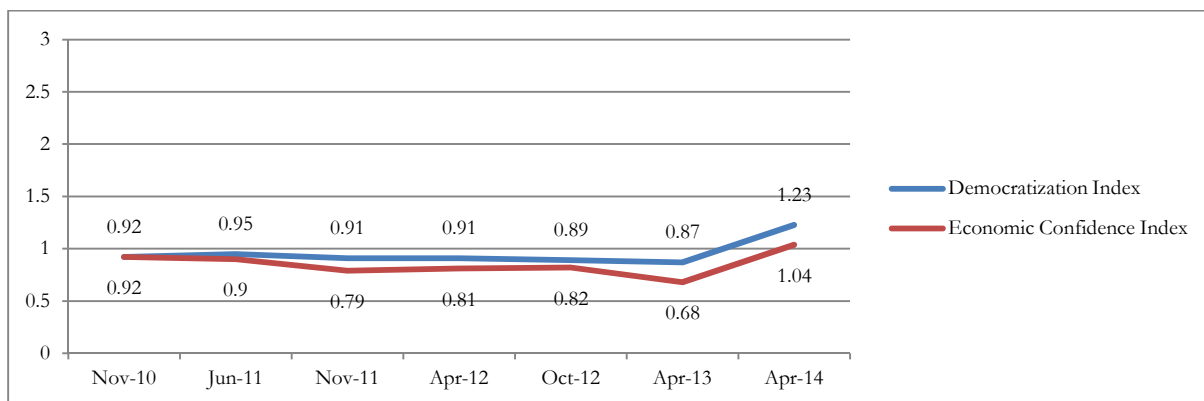
Figure 5. Voting preferences



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The April 2014 opinion poll results show that, the Democratization Index (1.23) has reached the highest level since November 2010. Only as compared to April 2013 the index has increased for an average of 0.36. While, when broken down by gender, no significant differences were noticed among the opinions of man and woman related to the democratization processes in Kosovo. However, taking into consideration that the Democratization Index (DI) ranges from 0 to 3, the current Index notifies that the majority of people do not have a positive opinion on the democratic processes; hence this means that majority of respondents have a more negative opinion on democratic processes in Kosovo. Similar to the Democratization Index, an Economic Confidence Index (ECI) was also calculated for Kosovo. The ECI ranges between 0 and 3 with an index of 0 to 1.5 meaning that majority of Kosovans have no confidence in the economy (i.e. view economic conditions unfavourably; are less optimistic about the future of the economy). On the other hand, an ECI of 1.5 and above would indicate a majority have confidence in the economy, (i.e. view economic conditions favourably; are more optimistic about the future of the economy). Based on the current Public Pulse poll data, Kosovo’s overall ECI is 1.04 (as opposed to 0.68 in April 2013), indicating slight positive increase since last year, however on average, Kosovans do not have a favourable opinion on the economy. (see figure 6)

Figure 6: Democratization and Economic Confidence Indexes²



² See the last page of the document for more information about the calculation of indexes

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In order to determine which indicators impacted the increase of DI, April 2013 data was compared with those of current survey. Among the components of the Democratization Index that impacted the general increase of this index are free and fair elections and freedom of media. Whilst during April 2013, only 15% of respondents believed that elections in Kosovo are democratic and in accordance with international standards, in April 2014, 37% of respondents believe so. Another component that showed a significant increase is the belief that the media enjoys the freedom of expression. While in April 2013 only 25% of citizens believed that media enjoys freedom of expression, the 2014 survey reports this number to be 45%. Thus, the increase in these two components alone is about 21 percentage points each. However, other democratization indicators for which the Public Pulse poll gathered data demonstrate an increase in citizens' trust in the judiciary's independence of decision-making (14%) and the parliament's ability to monitor the Government's performance (10%) etc. (see table 3)

Table 3: Differences between Apr-14 with Apr-13 surveys, in percentage of affirmative responses to Democratization Index questions (percent of responses who "agree fully or mainly")

Yes Mainly and Yes fully	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12	Apr-13	Apr-14
Are the elections in Kosovo democratic and in accordance with international standards?	31.0%	29.3%	23.1%	17.0%	16.2%	15.0%	36.4%
Does the Parliament monitor the Government performance?	20.7%	20.7%	19.4%	16.7%	17.7%	17.5%	28.5%
Is Judiciary System in Kosovo independent on its decisions?	13.2%	15.6%	11.3%	12.3%	15.7%	10.6%	24.8%
Does media in Kosovo enjoys the freedom of expression?	29.2%	33.9%	33.3%	34.7%	37.3%	24.6%	45.4%
Does Civil Society in Kosovo serve as, a truthful monitor of democratic developments in Kosovo?	22.6%	18.9%	20.3%	19.0%	24.4%	18.3%	28.8%
Is your Local (municipal) Government working according to priorities of Kosovo citizens?	27.7%	26.7%	29.0%	25.7%	27.3%	26.1%	32.6%
Is Kosovo Government working according to priorities of Kosovo citizens?	14.3%	16.1%	14.6%	12.9%	15.3%	16.4%	26.4%
Is Kosovo Constitution as well as Laws in power democratic and do they respect the Human Rights?	32.6%	27.9%	26.5%	25.9%	26.0%	33.0%	35.3%
Regardless of daily politics and looking forward to the future, do you agree that the democratic processes in Kosovo are instituted and are going towards the right direction?	25.6%	24.5%	17.9%	18.1%	18.6%	23.0%	33.0%

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Similar to the DI indicators, the current affirmative responses of the ECI were compared with those of April 2013. Here it is also noted that all components had a part to play the general increase of the ECI. The results reveal that Kosovans' short term (six month) expectations regarding their families' total incomes as well as employment conditions has been increased for 9.5%, respectively 7.3%. In addition to that, their assessment regarding the current business and employment conditions has also seen an increase of 6.8%, respectively 4.1%, as compared to April 2013. (see table 4)

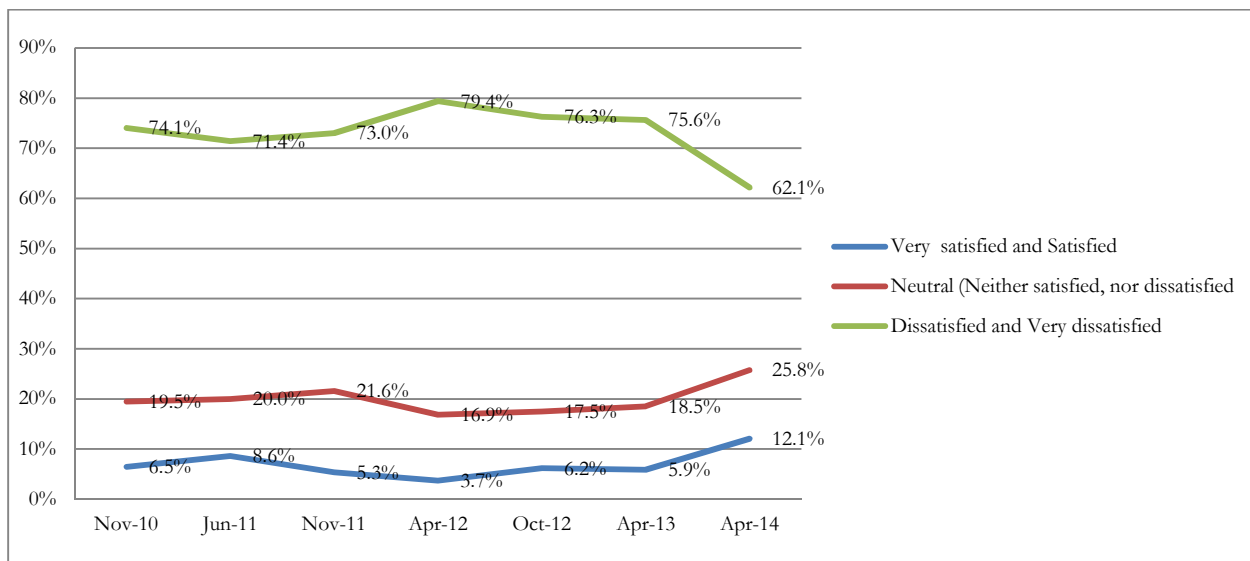
Table 4: Differences between Apr-14 with Apr-13 surveys, in percentage of affirmative responses to ECI questions (percent of responses who "favourable")

Favourable	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12	Apr-13	Apr-14
What are your expectations regarding your family's total income six months from now	16.8%	12.1%	8.5%	9.9%	9.6%	7.6%	17.0%
What is your assessment of the current business conditions	10.7%	9.7%	6.0%	7.9%	6.7%	4.8%	11.6%
What is your assessment of the current employment condition	4.0%	3.3%	3.8%	3.4%	3.8%	5.1%	9.2%
What are your expectations regarding employment condition six months from now	14.3%	12.4%	8.0%	7.6%	7.4%	6.4%	13.7%

However, even though the increase is notable with the ECI, the latest findings highlight that there is more dissatisfaction with Kosovo's economic direction than its political direction: about 62% of respondents are either dissatisfied or very dissatisfied with Kosovo's current economic direction, while only about 12% are satisfied with it. When analysed on ethnical basis the opinion poll data indicates that the proportion of dissatisfied other communities (76%) remains higher than that of K-Serbs (71%) and K-Albanians (61%) (see figure 7).

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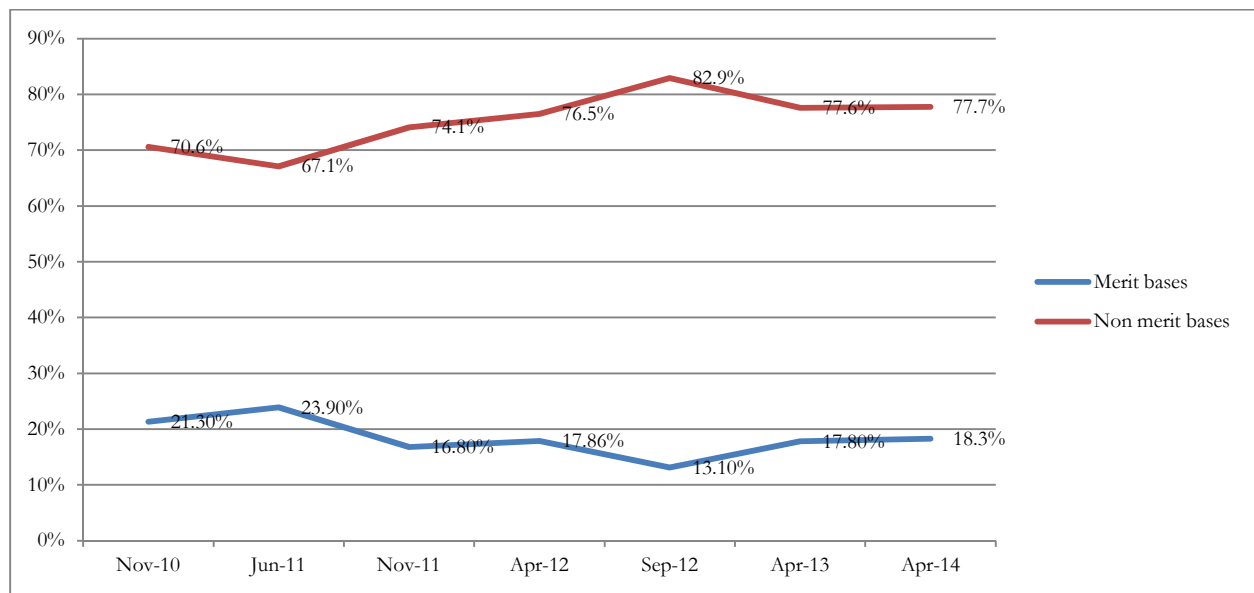
Figure 7: Satisfaction with Kosovo’s economic direction



Unemployment is perceived by 59% of Kosovans as one of the main problems that Kosovo faces. In addition to this, the respondents also remain unconvinced of merit-based employment in the public sector. The results of the current poll show that 38% of Kosovans believe that family connections are the most important factor in gaining employment in the public sector, whereas 18% believe that bribes are the most important factor, followed by 12% of Kosovans who think that party alliance is the most important factor in gaining employment in the public sector. Only 17% of respondents believe that education, professional experience and vocational trainings combined are important when one seeks employment in the public sector (*see fig 8*).

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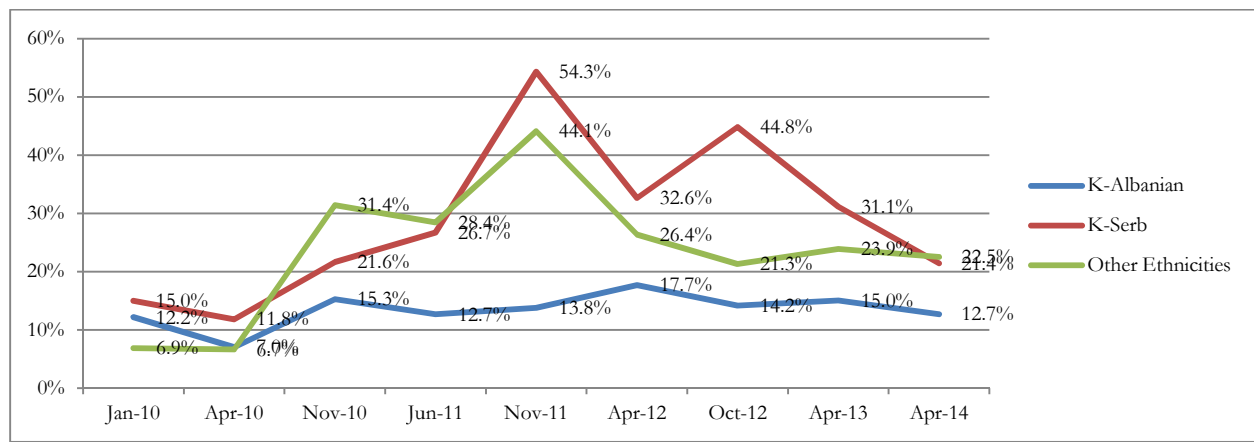
Figure 8: Perceptions about the merit or non-merit based employment in public sector



The respondents were also asked whether there had been a situation in which they felt discriminated against during the last six months. The majority of respondents, regardless of ethnicity, responded that they had not perceived any such discrimination. In addition to this, between October 2012 and April 2014, there has been a constant decrease in the proportion of K-Serbs who believe that they were discriminated against in the last six months (22%). Similarly, there was also a decrease in the proportion of K-Albanians and K-others who believe they were discriminated against in the last six months (see Figure 9).

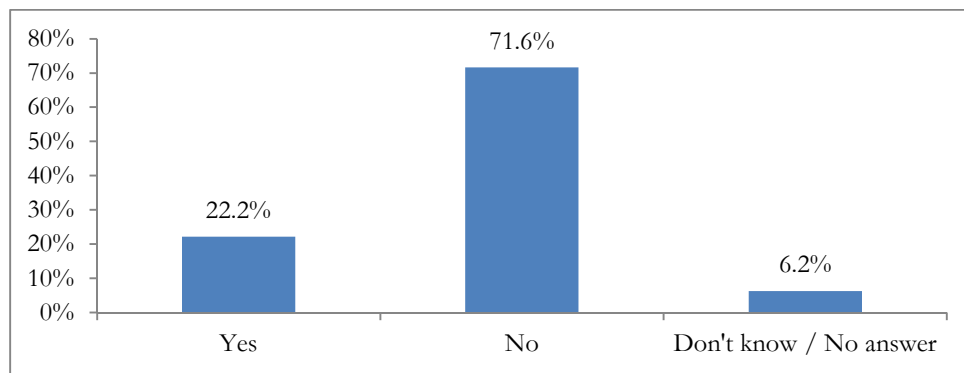
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Figure 9: Feelings of discrimination



As migration is again becoming a topic of concern, citizens were also asked if they have any plan to migrate from Kosovo. Findings reveal a significant proportion of respondents who plan to do so (22%). Six percent of respondents declared that they do not know whether they will migrate or not, or did not answer to this question, and 72% of respondents confirmed to not have any plans to migrate (see Figure 10).

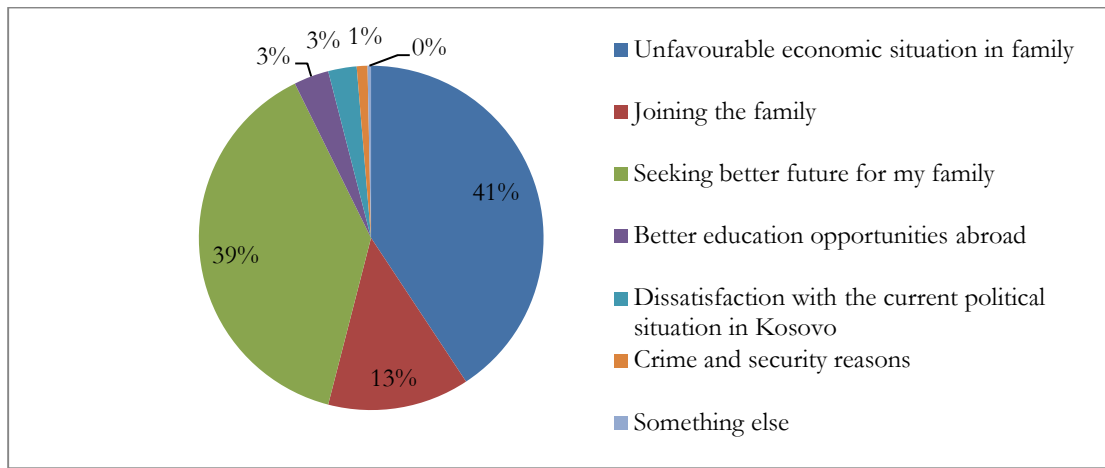
Figure 10. Migration plans



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When those who plan to migrate were asked about the reason they considered migration as an option, the majority of them (41%) said that it is due to the unfavourable economic situation in their families. While, 39% of Kosovans declared that seeking a better future for their families and joining their families (13%) are their reasons for migration. On the other hand, 7% of Kosovans want to emigrate due to better educational opportunities, dissatisfaction with the current political situation and crime and security reasons (see figure 11).

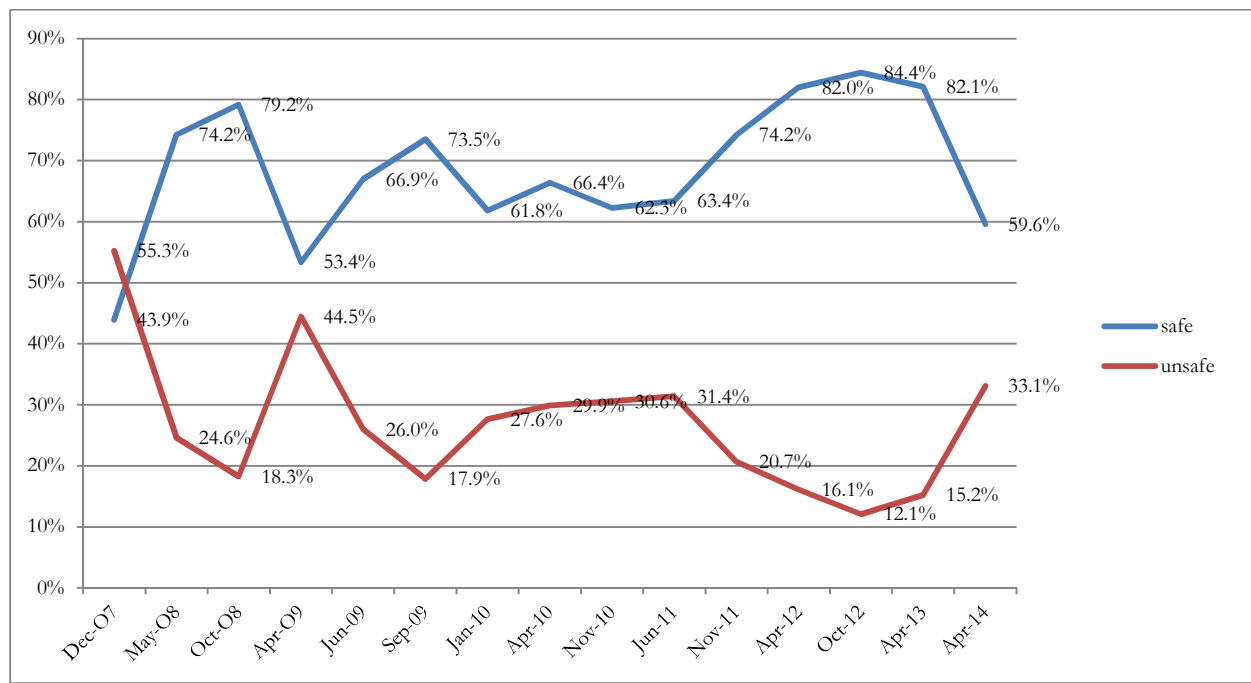
Figure 11. Reason of migration (of those that have plans to migrate)



As an indicator for security, the respondents were also asked whether they feel safe or unsafe while out on the streets. The data from April 2014 show a large decrease in the number of people who feel safe; only 60% of Kosovans declared that they felt safe while outdoors (as compared to 82% in April 2013), whereas only 34% (as opposed to 15% in April 2013) feel generally unsafe. When this data was analyzed by gender, no significant differences were noted between the percentage of women and men that feel safe in the streets.

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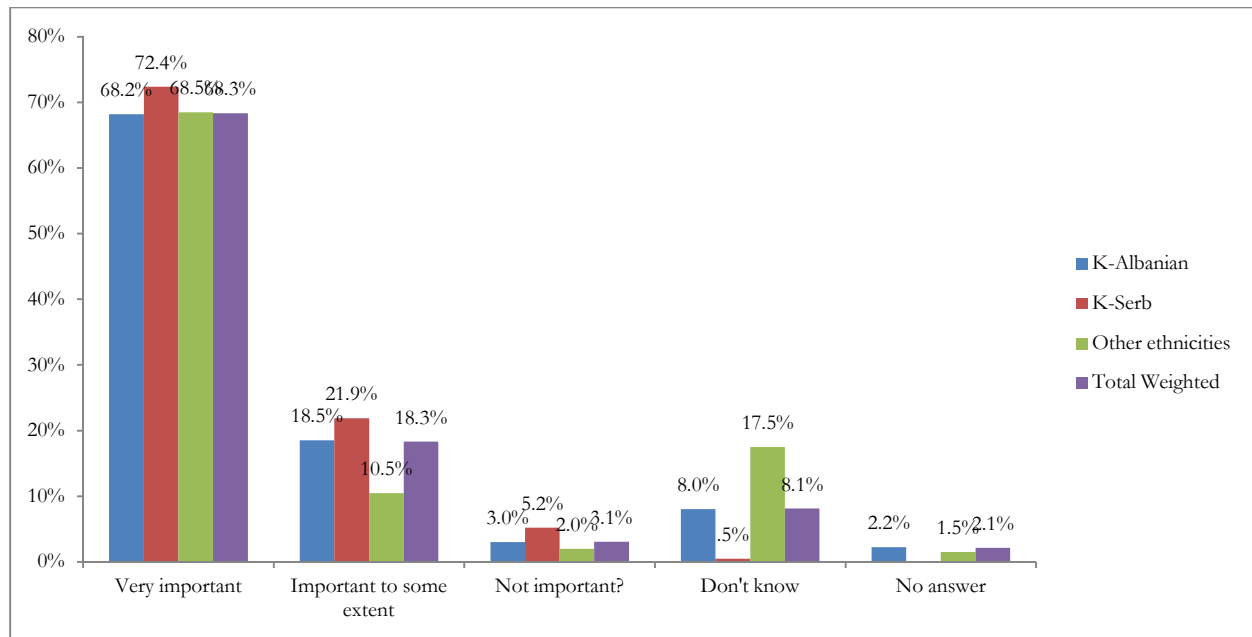
Figure 12: Feelings of safety



Dealing with past processes comprehensively is a challenging endeavour for any society facing a past that is marked by serious human rights violations. Majority of Kosovans think that dealing with the past is important. Around 87% considers the need for Kosovo people to deal with finding the truth about all war crimes committed in the past, regardless of the ethnicity of victims and perpetrators, as either “very important” or as “important to some extent”. However, while there are only about 3% who think that this issue is not important, there are about 10% of Kosovans who did not know or did not give an answer related to the importance of this process (see figure 13).

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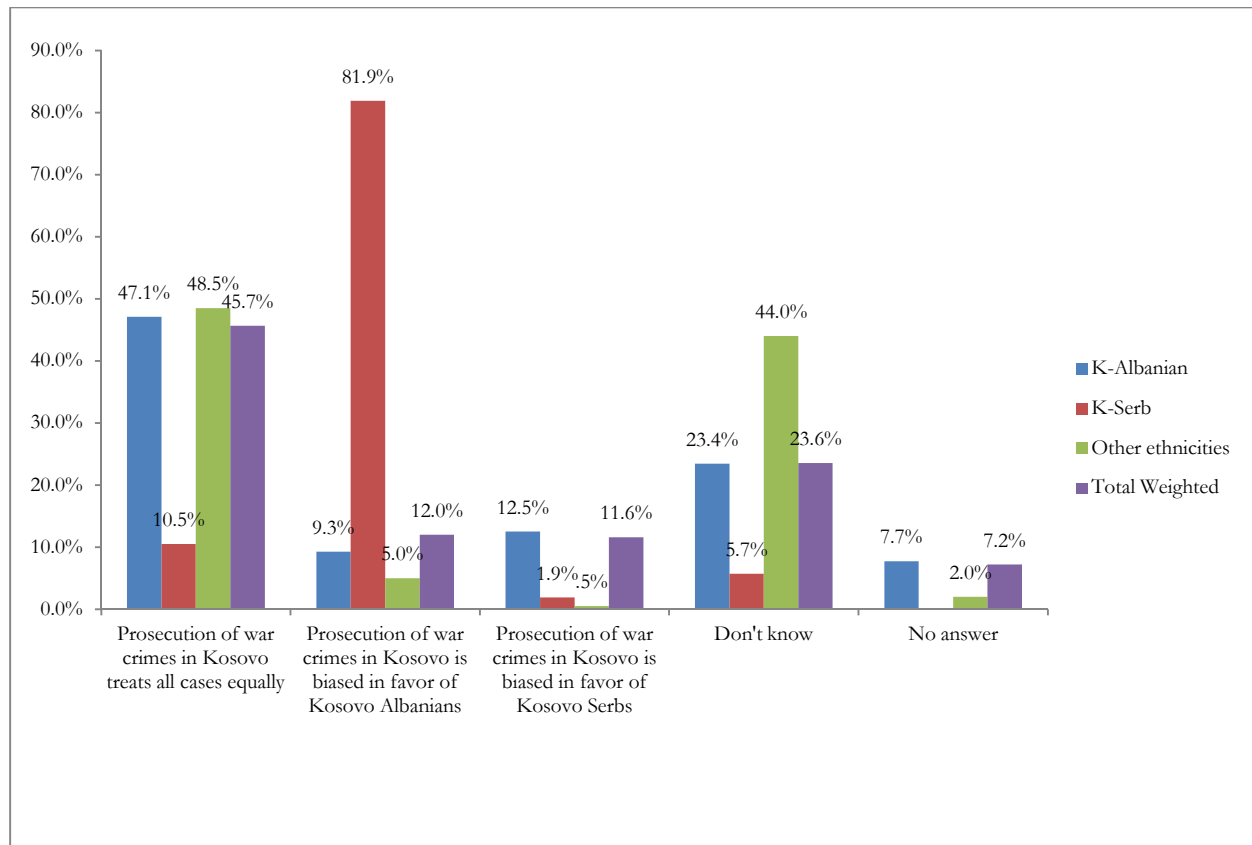
Figure 13. In your opinion, how important is for Kosovo people to deal with finding the truth about all war crimes committed in the past, regardless of the ethnicity of victims and perpetrators (disaggregated by ethnicities)?



Even though the people’s general satisfaction with the performance of the persecutors office has increased (see table 1), when it comes to the prosecution of war crimes, approximately 12% of respondents think that this institution is biased. While the majority of K-Serbs (82%) consider that prosecutions of war crimes are being conducted in favour of K-Albanians, there are only 12.5% of K-Albanians who think that this institution is biased in favour of K-Serbs. While the majority of K-Others (48%) and K-Albanians (47%) think that prosecution of war crimes in Kosovo treats all cases equally, only 10.5% of K-Serbs believe so. However, a large proportion of K-Other (46%) and K-Albanians (31%) declared that they do not know or had no answer about the prosecution of the war crimes in Kosovo (see figure 14).

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Figure 14. Thinking of prosecution of war crimes in Kosovo, which of the following statements is closest to your view (disaggregated by ethnicities)?



Respondents also shared their opinions related to the most appropriate ways to reveal the facts of crimes committed during the armed conflict in Kosovo. Thirty percent of respondents think it should be done through facts revealed during war crime trials, followed by 13% who think that it should be done through the work of an international independent commission which would investigate the past events, and 11% of them who declared that it should be done through the work of non-governmental organizations dealing with war crimes investigations. However, almost one

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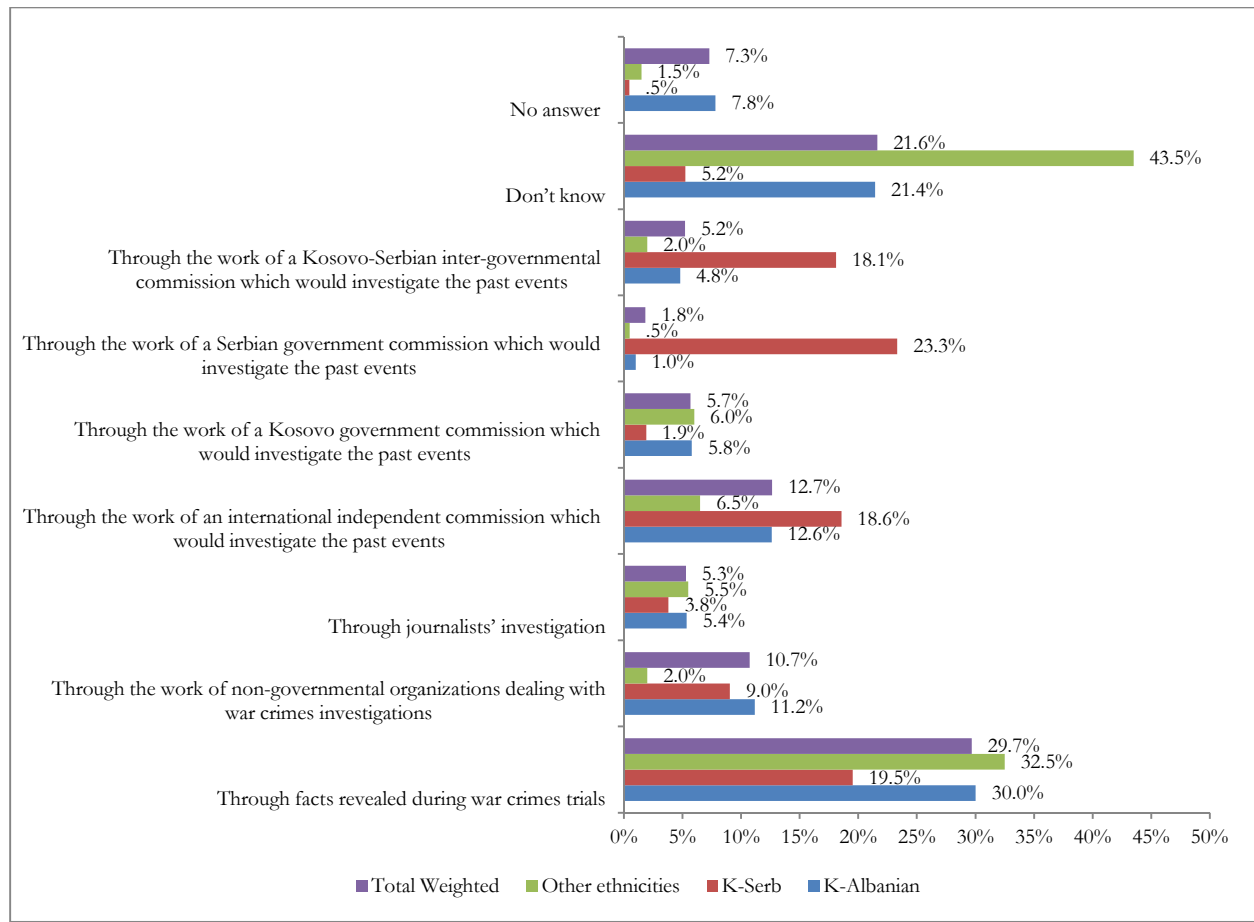


third of Kosovans (29%) did not know nor had answer related to the most appropriate way to reveal the facts for crimes committed during the armed conflict in Kosovo. When this data were disaggregated by ethnicity huge differences were noticed among the opinions of different ethnic groups.

Majority of K-Albanians consider that the most appropriate way to reveal these facts is through war crime trials (30%), followed by the work of an international independent commission which would investigate the past events (13%) and through the work of non-governmental organizations dealing with war crimes investigations (11%). K-Serbs, 23% consider the work of a Serbian government commission which would investigate the past events, to be the most appropriate way to reveal the facts for crimes committed during the war in Kosovo. However, 19.5% of K-Serbs see as the most appropriate way to reveal these facts through war crime trials, followed by 18% of them who think that the best way would be through the work of a Kosovo-Serbian inter-governmental commission or international independent commission which would investigate past events. As far as K-others are concerned; 43.5% declared that they do not know which would be the most appropriate way to reveal the war crimes, followed by 32.5% of the members of this community who consider the war crime trials as the most suitable way to reveal facts about crime committed armed conflict in Kosovo (*see figure 15*).

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Figure 15. In your opinion, what is the most appropriate way to reveal the facts for crimes committed during the armed conflict in Kosovo (disaggregated by ethnicities)?

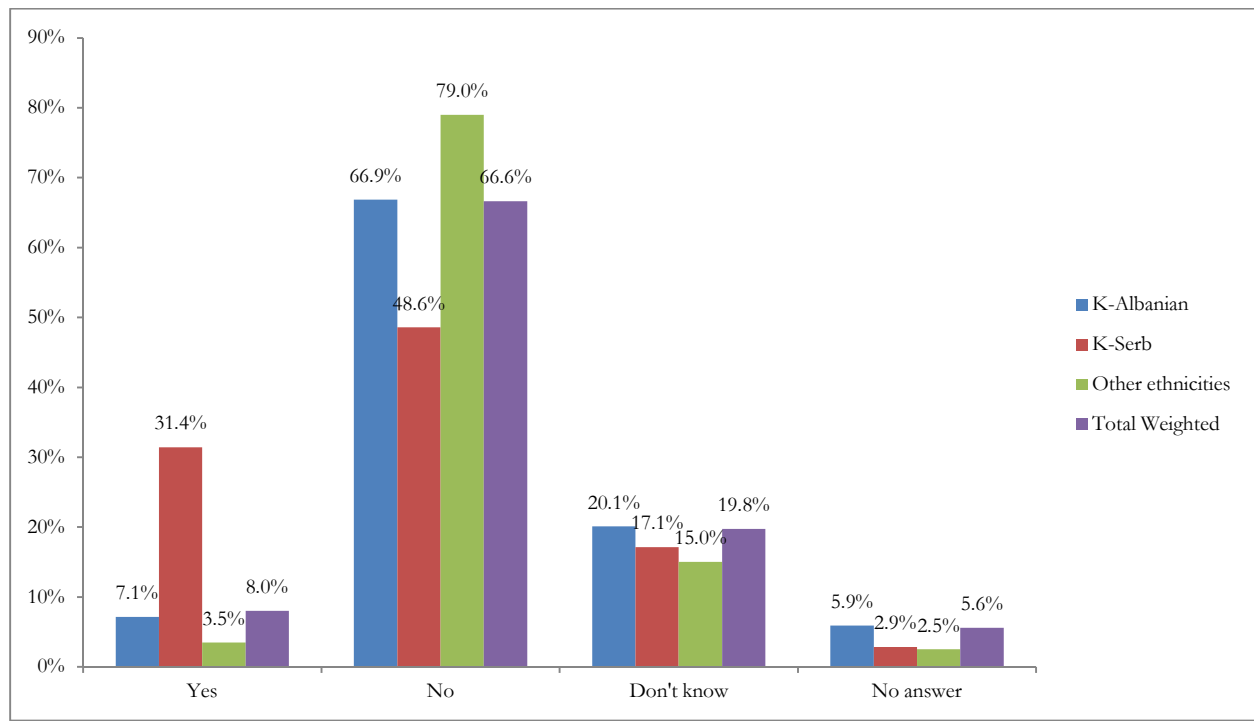


Only, 8% responded affirmatively when asked about their opinions on whether members of their communities committed war crimes. While 67% of them declared that members of their communities did not commit war crimes, 25% of them did not know or did not answer to this question. When disaggregated on an ethnic basis, it was noticed that 31% of K-Serbs believe that the

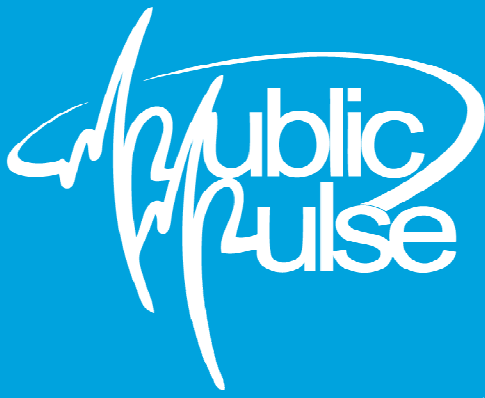
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members of their community committed war crimes and 49% does not believe so. As far as K-Albanians are concerned, only 7% of them think that the members of their ethnicity committed war crimes and 70% does not think so. While when it comes to K-Others, 79% of them think that the members of their ethnicity did not commit war crimes and 3.5% of them think so.

Figure 16. Do you think that members of your ethnicity have committed war crimes, or not (disaggregated by ethnicities)?



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Methodology

These results are based on an opinion poll sample that surveyed 1306 citizens of Kosovo over 18 years of age, of both sexes and from all municipalities and regions of Kosovo, covering both rural and urban areas. The sample included 896 Kosovo Albanians, 210 Kosovo Serbs and 200 Kosovo non-Serb minorities (namely Turkish, Bosnian, Gorani, Roma, Ashkali, and Egyptian). The survey’s method is multi-staged random probability sampling. The sample is representative of households in Kosovo.

The survey was conducted by Index-Kosova (Prishtinë/Prishtina) during the end of March and beginning of April 2014.

Note for Weighting the Totals

The surveys that Public Pulse conduct oversample minorities in order to be able to disaggregate data by ethnicity, however when we have to calculate the numbers for totals we have to weight data by actual population figures.

Since 2002, the following percentages for weighting the totals for Kosovo level in our surveys have been used:

- K-Albanians 88%
- K-Serbs 6%
- Others (Bosnians, Turks, Gorani, RAE) 6%.

However, as per the registration of population and official results from the Agency of Statistics, the ethnic composition is following:

Ethnicity	Population	Percent
K-Albanian	1,616,869	92.93

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K-Serb	25,532	1.47
K-Turk	18,738	1.08
K-Bosnian	27,533	1.58
Roma	8,824	0.51
Ashkali	15,436	0.89
Egyptian	11,524	0.66
Gorani	10,265	0.59
Others	2,352	0.14
Total	1,739,825	100.00

If we were to follow the above figures for our surveys, the weightings would be the following:

- 93% Albanians
- 2% Serbs
- 5% others.

Taking into consideration that K-Serbs in northern parts of Kosovo did not participate in the registration, along with the general observation that the participation rate of K-Serbs in the rest of Kosovo was lower, we have estimated that we should add another 40,000 for K-Serbs, totalling to 65,532. This also increases the total Kosovo population to 1,779,825.

When these changes are taken into consideration, the weighting for our surveys will be done in the following manner:

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- 92% K-Albanians
- 4% Serbs
- 4% Others (Bosnians, Turks, Gorani, RAE)

Calculation of Indexes

The Democratization Index is a composite average based on the evaluation of the respondents of their level of agreement or disagreement regarding the development of the following processes in Kosovo: free and fair elections, parliament monitoring national governmental performance, an independent judiciary system, freedom of expression and media, existence of a watchdog civil society in Kosovo, a national government based on the priorities of citizens, human rights based on the constitution and national laws, and whether local governments work according to the priorities of citizens. The index is a continuous measure which can range from 3 (maximum) meaning that all participants fully agreed that democratization is on the right track, to 0 (min) meaning that all participants disagree that democratization is on track.

The Economic Confidence Index is a composite average which is calculated based on the evaluation of the respondents on how favourable or unfavourable prevailing economic conditions are in Kosovo. Specifically, respondents evaluate the following conditions: expectations regarding their family's total income and employment conditions for the next six months and an assessment of the current business and employment conditions. The values can range from 0 (minimum) to 3 (maximum) with the range of 0-1.5 indicating unfavourable assessments of the economic situation and values 1.5 - 3 indicating mostly favourable assessments.

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